

EMERGENCY SERVICES COMMUNICATIONS SUPERVISOR*Class Definition*

Under direction, supervises personnel in the Police Department engaged in dispatching public safety personnel and equipment.

Distinguishing Characteristics

Emergency Services Communications Supervisor is the first-line supervisory level in the Emergency Services Dispatcher series. On an assigned shift, incumbents plan, schedule, and supervise the activities of subordinates involved in dispatching police and fire emergency calls. This class is distinguished from Emergency Services Communications Manager in that the incumbent of the latter is responsible for managing the overall multi-shift operations of the Communications Bureau. It is distinguished from Emergency Services Dispatcher III in that the latter is the advanced working/lead level class in which incumbents train dispatchers in the use and operation of the multi-channel Computer-Assisted Dispatch (CAD) system console and related equipment. Incumbents in this class may be assigned to work any eight hour period and are required to work weekends and holidays.

Typical Tasks

(This list of samples of job duties and responsibilities is neither inclusive nor exclusive. Consequently, this information does not reflect Essential Functions for this class.)

Assigns, schedules, and supervises the work of subordinate personnel on an assigned shift.

Provides for and participates in the training of new employees.

Evaluates the work of subordinate staff; prepares employee performance evaluations; counsels employees to correct deficiencies; recommends disciplinary actions.

Conducts staff briefings prior to the commencement of each shift.

Investigates complaints and responds to citizen inquiries; handles unusual and complicated calls or situations.

Controls and develops communications procedures.

Maintains and prepares records and reports.

Performs related duties as required.

Knowledge, Abilities, and Skills

Knowledge of discretionary and mandatory procedures of the Police and Fire Departments.

Knowledge of the principles and practices of effective employee supervision, including selection, training, work evaluation, and discipline.

Knowledge of the major streets, areas, and buildings in Fresno.

Ability to supervise, train, and evaluate subordinate staff.

Ability to make decisions in stressful situations and to relay and carry out moderately complex oral and written instructions.

Ability to maintain records and to supervise the preparation of reports.

Ability to establish and maintain effective working relationships with others.

Minimum Qualifications

One year of experience equivalent to that as an Emergency Services Dispatcher III with the City of Fresno.

APPROVED: _____
Director of Administrative Services

DATE: _____

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